

## Heart And Soul Funerals Complaints Procedure

We pride ourselves on providing a high-quality service to all our clients, but in the event of something going wrong or you not being entirely happy with the services provided, we want it to be as easy as possible for you to discuss this with you and hopefully put things right.

If we receive a complaint from a client, the following procedure is to be followed.

In the first instance, please contact the person who has been looking after you in writing, or by email, or telephone, or by appointment to visit us. We would like you to feel able to discuss the matter openly and for us to establish exactly the nature of your dissatisfaction. We hope we will be able to clear up any misunderstandings or put right what is wrong.

As members of SAIF (Society Of Allied And Independent Funeral Directors) it is part of our Code Of Practice to investigate all complaints thoroughly. Once the complaint has been understood, a written acknowledgement is to be sent out within five working days, stating that a full investigation of the complaint will be carried out by an appropriate person and that, where possible, a written response will be given within fourteen working days.

Where these timescales cannot be met due to the nature of the complaint or length of investigation time needed, you will be kept informed of this in writing.

If still not satisfied with the outcome you may contact our Director / Owners, Simon Smith and Jane Morrell ([simon@heartandsoulfunerals.co.uk](mailto:simon@heartandsoulfunerals.co.uk) or 07921 456075) to discuss the matter and possible resolution.

Further investigation will take place and a written response from the Directors will then be given within fourteen working days.

If, after this stage, no resolution is reached, you will be offered the opportunity to contact SAIF, the Society Of Allied And Independent Funeral Directors (of which Heart And Soul Funerals is a member) and will be given the appropriate leaflet and guidance regarding this. The complaint may be taken via SAIF to The Centre For Effective Dispute Resolution.

All information regarding a complaint will be handled confidentially and sensitively, informing only those who need to know, and will follow any relevant data protection requirements. In every instance, all correspondence – either received or sent – will be copied and retained on file.

Revised August 2021